

Request No 403737T

Name

Business Name CICERO MASONRY INC

Consumer Information

Name:

Business Name: CICERO MASONRY INC

Svc Address: 262 CARSWELL AVE

County: Volusia Phone: (386)-405-7428

City/Zip: HOLLY HILL / 32117-

Account Number: 38625475036460561

Caller's Name: PAUL DUNCAN

Mailing Address: 262 CARSWELL AVE

City/Zip: HOLLY HILL ,FL 32117-

Can Be Reached: (386)-405-7428

E-Tracking Number: 0001088

**Florida Public Service
Commission - Consumer Request
2540 Shumard Oak Boulevard
Tallahassee, Florida 32399
850-413-6100**

Utility Information

Company Code: TL720

Company: BELLSOUTH TELECOMMUNICATIONS,

Attn. John Merlino 403737T

Response Needed From Company? Y

Date Due: 10/02/2001

Fax:

R

Interim Report Received: 09/27/2001

Reply Received: 10/08/2001

Reply Received Timely/Late: T

Informal Conf.: N

PSC Information

Assigned To: NOELIA SANTIAGO

Entered By: PD

Date: 09/11/2001

Time: 09:22

Via: E-FORM

Prelim Type: OTHER

PO:

Disputed Amt: 0.00

Supmntl Rpt Req'd: / /

Certified Letter Sent: / /

Certified Letter Rec'd: / /

Closed by: NJS

Date: 01/09/2002

Closeout Type: GI-08

Apparent Rule Violation: N

Please review the "incorporated" internet correspondence, located between the quotation marks on this form, in which the customer reports the following:

"TRACKING NUMBER - 0001088 September 10, 2001

CUSTOMER INFORMATION

Account Number: 386-254-7503-646-0561

Business Account Name: Cicero Masonry Inc

Name: Paul H. Duncan

Address: 262 Carswell Ave

City: Holly Hill

State: FL

Request No 403737T

Name

Business Name CICERO MASONRY INC

Zip: 32117
County: Volusia
Evening Phone: (386) 405-7428 ext.
Daytime Phone: (386) 405-7428 ext.
E-mail: phdunc@bellsouth.net
Contact By: Telephone

SERVICE ADDRESS

Business Account Name: Cicero Masonry Inc.
Name: Paul H. Duncan
Address: 262 Carswell Ave
City: Holly Hill
Zip: 32117
County: Volusia
Evening Phone: (386) 405-7428 ext.
Daytime Phone: (386) 405-7428 ext.
E-mail: phdunc@bellsouth.net

COMPLAINT INFORMATION

Utility Name: BellSouth Telecommunications, Inc. Local Service Provider
Utility Type: Telecommunications

Did customer previously contact the utility?: Yes
If Yes, the customer spoke with: All Departments got bounced from supervisor to supervuisor
Date the customer contacted utility: 05/26/2001

Did customer previously contact the PSC?: No
If Yes, the customer spoke with:
Date the customer contacted PSC:

PROBLEM INFORMATION

Problem Type: Other Complaints
Comments: We had bellsouth's fast access DSL and cancelled it when they put in a huge price increase of almost 100%. We then went to a dial-up account. 2 months ago we tried to switch all our bussiness lines on local and long distance over to ATT since Bellsouth kept changing our long distance rates even though we were supposed to be with ATT for long distance. When I contacted ATT for local service I was told there would be no

Request No. 403737T Name Business Name CICERO MASONRY INC

problems. A few weeks later we recieved a letter from Bellsouth stating their pleasure over our picking them for local service on 386-248-1156 which was supposed to have been switched over to ATT. I called both ATT and Bellsouth to rectify this and was told it would be done. Today we lost our rollover from our 386-254-7503 to 386-248.1156. It was just discontinued with no warning or request from us. Because of this we are losing calls and because we are loosing calls, we are loosing business due to a total lack of cooperation from Bellshouth causing major panic in the company. I have spoke with numerous people at Bellsouth and ATT for the last 2 hours . I have been switched from one department to another. Everyone claims it's someone elses fault. The computers claim we have never had this rollover feature yet we have bills to prove it as well as years of experiance using it. The bottom line is Bellsouth fast access is still on our line without our permission and because it is classified a virtual account line ATT can't switch it over. I was told by a Bellsouth supervisor at 407-237-3297 whose first name is Loudra Imgram, that if I faxed a letter stating that I wanted this lined released, to 770-724-3476, fast access department that they would have this line released. Instead they faxed it right back with a handwritten note saying ATT is not an establish!

ed provider. I don't need a DSL provider I just need my line back so I can use it and let ATT supply us with the sevicees we have contracted for. We want bellsouth out of our bussiness and want them out now."

Customer states that he has made previous contact with the company to discuss the issues outlined in the customer's "incorporated" correspondence. Please investigate this matter, contact the customer, and provide me with a detailed written report by the due date above.

Please send all fax and e-mail responses to

CAF FAX: 850/413-7168

CAF E-mail: pscreply@psc.state.fl.us

Case taken by pduck

09/27/2001 Interim Report received via email. Another report will be October 8, 2001. AHashisho

10/08/2001 Report received via email. AHashisho

1/9/2002: REPORT REVIEWED: ACCORDING TO THE COMPANY'S REPORT in response to your request of September 11, 2001, for an investigation and written explanation regarding the switch of local telephone service for Paul Duncan of Cicero Masonry, Inc. from BellSouth to AT&T. Following are the results of BellSouth's investigation:

On August 22, 2001, BellSouth received Purchase Order Number (PON) JCVY0101244 from AT&T to switch local telephone service for telephone numbers 386-254-7503 and 386-255-4537 from BellSouth to AT&T. The desired

Request No.	403737T	Name		Business Name	CICERO MASONRY INC
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due date was August 22, 2001. BellSouth's Local Exchange Ordering (LEO) system generated service orders NY9H18T7 and CYN4N981 to switch these telephone numbers to AT&T with a due date of August 22, 2001. Telephone number 386-248-1156 remained with BellSouth. This action caused the hunting arrangement to be removed between 386-254-7503 and 386-248-1156. Since 386-248-1156 became a single line account with BellSouth, the hunting arrangement is not available. This action also generated the letter from BellSouth thanking Cicero Masonry for choosing BellSouth.

On August 22, 2001, the service orders completed that switched 386-254-7503 and 386-255-4537 to AT&T.

On September 11, 2001, upon receipt of the request from the Public Service Commission, Mary Fisher, a BellSouth Customer Service Specialist, reviewed the billing and service order records for telephone number 386-254-7503 and determined that the Asymmetrical Digital Subscriber Line (ADSL) service was disconnected effective June 8, 2001, and billing for that service ceased. BellSouth is not billing Cicero Masonry for BellSouth's Fast Access as alleged by Mr. Duncan.

As of the date of this letter, BellSouth has not received a request from AT&T to switch telephone number 386-248-1156 from BellSouth to AT&T. If Mr. Duncan desires to have AT&T provide this service, AT&T will need to send a PON to BellSouth to request such a change.

1/10/2002: A CLOSURE LETTER WILL BE FORWARD TO THE CUSTOMER BY MAIL.

THIS INQUIRY IS CLOSED.

Request No. 403737T

Name ,

Business Name CICERO MASONRY INC

STATE OF FLORIDA

Commissioners:
LILA A. JABER, CHAIRMAN
J. TERRY DEASON
BRAULIO L. BAEZ
MICHAEL A. PALECKI
RUDOLPH "RUDY" BRADLEY



DIVISION OF CONSUMER AFFAIRS
BEVERLEE DEMELLO
DIRECTOR
(850) 413-6100
TOLL FREE 1-800-342-3552

Public Service Commission

January 9, 2002

Mr. Paul Duncan
Cicero Masonry, Inc.
262 Carswell Avenue
Holly Hill, FL 32117

RE: FPSC Requiry #403737T

Dear Mr. Duncan:

This is in response to your complaint concerning BellSouth Telecommunications, Inc.

It is my understanding that a utility representative contacted you to discuss your concerns. My initial determination, based on the information provided by you and the utility, is that the company has not violated its tariffs or this Commission's rules and regulations in the handling of your concerns.

I wish that every complaint filed with the Commission could be resolved to the complete satisfaction of the customer, but that is not always possible. If you wish to discuss this or have any questions, please contact me toll free at 1-800-342-3552, or by toll free fax at 1-800-511-0809, or by e-mail at nsantiago@psc.state.fl.us.

Sincerely,

A handwritten signature in black ink, appearing to read "N. Santiago".

Noelia J. Santiago
Regulatory Specialist II
Division of Consumer Affairs

NJS:ewe

OR GIN/

From: BellSouth@bridge.bellsouth.com
Sent: Monday, October 08, 2001 2:03 PM
To: pscreply@psc.state.fl.us
Subject: Contact Number: 403737T

BellSouth
Public Service Commission
Feedback Report

Please deliver to

Customer Name: Cicero Masonry
PSC Complaint #: 403737T
Date of Complaint: 09/11/2001

Resolution Details:

Please see final response dated October , 2001, following Interim
response dated September 27, 2001.

September 27, 2001

From Pat Shields

Our investigation results have been forwarded to the BellSouth External
response Team for review.

A further report will be provided by October 8, 2001

Date October 8, 2001

Memo To: Pamela Duck
Florida Public Service Commission

From Pat Shields
BellSouth Appeals Office

Re Cicero Masonry Inc.
Holly Hill, FL
PSC Case No. 403737T

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ORIGIN

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Message From: SHIELDS, PAT (PKS)
Date Sent: 10/08/2001

ORIGINAL

Angie Hashisho

From: BellSouth@bridge.bellsouth.com
Sent: Thursday, September 27, 2001 11:38 AM
To: pscreply@psc.state.fl.us
Subject: Contact Number: 403737T

BellSouth
Public Service Commission
Feedback Report

Please deliver to:

Customer Name: Cicero Masonry Inc
PSC Complaint #: 403737T
Date of Complaint: 09/11/2001

Resolution Details
September 27, 2001

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A further report will be provided by October 8, 2001

Message From: SHIELDS, PAT (PKS)
Date Sent: 09/27/2001

ORIGINAL

Pamela Duck

From: contact@psc.state.fl.us
Sent: Monday, September 10, 2001 6:14 PM
To: contact@psc.state.fl.us
Cc: cgarfiel@psc.state.fl.us; agilliam@psc.state.fl.us
Subject: Other Complaints - 0001088

TRACKING NUMBER - 0001088 September 10, 2001

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